


DEFENSE LOGISTICS AGENCY

AMERICA'S COMBAT LOGISTICS SUPPORT AGENCY



2nd Quarter FY14 Customer Survey Results Executive Board

Tracy Sokolowski, J411
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QUICK OVERVIEW

- Survey link sent monthly
- Targets customers who used DLA Disp Svcs the prior month
- 16 questions or less
- Three business area surveys:
 - Trans/Turn-in
 - RTD/LESO
 - Hazardous
- Customers only receive link one time in any six month period



2ndQuarter ICE Survey High Level Summary

RESPONSE RATES	JAN		FEB		MAR		2nd Qtr TOTALS	
Business Area	Sent	Resp	Sent	Resp	Sent	Resp	Sent	Resp
RTD/LESO	289	73	321	67	319	71	929	211
Transportation / Turn-in	901	130	778	107	1,058	156	2,737	393
Hazardous Waste (HW)	19	6	14	3	6	3	39	12
General Comment Cards	<u>0</u>	<u>14</u>	<u>0</u>	<u>6</u>	<u>0</u>	<u>7</u>	<u>0</u>	<u>27</u>
TOTALS:	1,209	223	1,113	183	1,383	237	3,705	643
Overall Resp Rate	18%		16%		17%		17%	

FY14 AOP Response Rate Goal 16%

17%

Q2 92%

SATISFACTION

● 100%-90%
 ● 89%-70%
 ● 69%-0%

Business Area	JAN	FEB	MAR	2 nd Qtr	R/Y/G
RTD / LESO	93%	98%	91%	94%	●
Transportation / Turn-in	92%	89%	97%	93%	●
Hazardous Waste (HW)	100%	67%	100%	89%	●

FY14 AOP Goal is 90%




Standard ICE Questions





































1st Qtr. Results

 5.00-4.00

 3.99-2.75

 2.74-0

Please rate these areas on a scale of: Excellent (5.0)/Good (4.0)/Okay (3.0) /Poor (2.0)/Awful (1.0)

Question	REUT /LESO				TRANS/TURN-IN				HW Disp			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Facility Appearance	4.3 	4.4↑ 			4.2 	4.2↓ 			4.0 	4.3↑ 		
Employee Staff/Attitude	4.6 	4.6↑ 			4.5 	4.4↓ 			4.4 	4.6↑ 		
Timeliness of Service	4.3 	4.4↑ 			4.3 	4.2↓ 			4.1 	4.5↑ 		
Hours of Service	4.2 	4.3↑ 			4.2 	4.2↓ 			4.4 	4.4↑ 		
Did the product or service meet your needs?	97% 	97%  ↔			96% 	94%  ↓			97% 	91%  ↓		
Overall Satisfied	95% 	94%  ↓			95% 	91%  ↓			97% 	92%  ↓		

100-90%

89%-70%

69%-0%



Standard Question (All Business Areas)

2nd Qtr Results

100-90%

89%-70%

69%-0%

Question	REUT /LESO				TRANS/TURN-IN				HW Disp			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
G3: In your latest interaction with DLA Disp Svcs – did you feel valued as a customer?	90%	100%			90%	100%			90%	100%		
G3a: If no, please select from the drop down where we can most improve												
- Ease of doing Business	30%	25%			31%	29%			25%	0%		
- Competency in resolving problems	11%	0%			10%	19%			0%	0%		
- Responsiveness (timely in getting back to you)	24%	25%			30%	21%			50%	0%		
- Consistency in stating procedures	8%	5%			9%	12%			0%	0%		



Reutilization/LESO Customers

100%-90% 89%-70% 69%-0%

(x) Represents number of respondents for that question

Question	1 st Qtr Survey	2 nd Qtr Survey	3 rd Qtr Survey	4 th Qtr Survey
R1: Which type of Disposal Services customer are you? (218)				
- Reutilization (81)	36%	37%		
- Transfer/Donation (Combined) (5)	0%	2%		
- LESO (122)	59%	56%		
- Firefighter, CFL, Other (Combined) (10)	5%	5%		
R2: How would you rate your experience in using the Reutilization Transfer Donation (RTD) WEB (218)		↑		
- Good (155)	68%	71%		
- Fair (52)	27%	24%		
- Poor (11)	5%	5%		



Reutilization/LESO Customers

100%-90% 89%-70% 69%-0%

% of Customers who answered Yes

x) Represents number of respondents for that question

Question	1 st Qtr Survey	2 nd Qtr Survey	3 rd Qtr Survey	4 th Qtr Survey
R3: If you requested assistance during the screening/requisition process, did you get the help you needed? (200)	93%	96%		
R4: For DOD customer only - was the property delivered by the Required Delivery Date (RDD)? (148)	86%	83%		
R4a: If "no" to the previous question, was the property delivered within: (11)				
- 1-2 weeks of RDD (6)	16%	55%		
- 3-4 weeks of RDD (2)	32%	18%		
- more than 4 weeks of RDD (3)	53%	27%		



Transportation/Turn-in Customers

(x) Represents number of respondents for that question 100%-90% 89%-70% 69%-0%

Question	1 st Qtr Survey	2 nd Qtr Survey	3 rd Qtr Survey	4 th Qtr Survey
T1. How would you rate your experience using EDOCS (Electronic Document System) for retrieving your DD1348-1s? (360)		↑		
- Good (271)	73%	75%		
- Fair (70)	22%	19%		
- Poor (19)	5%	5%		
T2. When was your turn-in receipt (signed 1348-1) available in the Electronic Documents (EDOCS) system? (315)		↓		
- Less than 4 days (178)	60%	57%		
- 4-5 days (64)	20%	20%		
- More than 5 days (73)	20%	23%	↑	
T3. How would you rate your experience using the Scheduler system? (304)		↑		
- Good (212)	69%	70%		
- Fair (57)	22%	19%		
- Poor (35)	9%	11%		



Transportation/Turn-in Customers

(x) Represents number of respondents for that question

100%-90%

89%-70%

69%-0%

% of Customers who answered Yes

Question	1 st Qtr Survey	2 nd Qtr Survey	3 rd Qtr Survey	4 th Qtr Survey
T4. If you agreed to have Receipt in Place (RIP) property, did we honor the agreed upon time for removal from your location? (126)	92%	87% ↓		
T5. If you turned in property at a Disp Svcs site and were sent back or called back later due to problems, what was the reason given? (38)				
- Improper or lack of paperwork (22)	54%	58%		
- Truck considered unsafe to unload (2)	2%	5%		
- Radiation was detected (0)	2%	0%		
- Hours of operation (0)	5%	0%		
- Other (14)	38%	37%		
T6. If you experienced an issue with your turn-in or shipping, was it corrected to your satisfaction? If NO, please state specifics (in comments) (112)	89%	82% ↓		



Closer Look

Trans/Turn-in Comments

- Compiled the complaints made on the Transportation/Turn-in surveys for BOTH first and second quarters

<u>Complaint Topic</u>	<u>Number</u>	<u>Percent</u>
Waiting to turn-in	44	29%
Personnel	7	5%
ETID approvals	11	7%
EDOCS	12	8%
AMPS/Web Site/Systems	33	22%
Policy/Procedural	24	16%
CBLs/Late or lost trucks/hours for turn-ins	18	12%
RTD Issues	3	2%
<u>CONCLUSIONS</u>	152	100%

← Mostly 1st Qtr

- Waiting to turn-in is the number one complaint of this customer group
- Systems complaints big, but subsiding (2/3rd of complaints in Q1)₁₀
- Policy inconsistencies/understanding turn-in rules continue to be



Hazardous Waste Customers

100%-90% 89%-70% 69%-0%

x) Represents number of respondents for that question

% of Customers
who answered Yes

Question	1 st Qtr Surv ey	2 nd Qtr Surve y	3 rd Qtr Surve y	4 th Qtr Surv ey
HW1. In the past month, have you retrieved HW information from the Disp Svcs web based reporting system? (13)	16%	38%		
HW1a. If YES - how would you rate your experience in retrieving the information? (3)		↓		
- Good (1)	40%	33%		
- Fair (2)	60%	67%		
- Poor (0)	0%	0%		
HW2. Does your COR offer assistance for completing turn-in documentation needed to order services under your waste disposal contract? (12)	88%	100% ↑		



Outstanding Personnel

Employees complimented by name in survey comments:

EAST

- Jeff Unitis Susquehanna
- Ryan Fuller Susquehanna
- Cynthia Anderson Susquehanna
- Gregorio Soto Bragg
- Andre Brown (**twice**) Bragg
- Roger Karone Bragg
- Natalie Morris Bragg
- Joe Williams Bragg
- Eugenia Lyles Bragg
- Roosevelt Tennison Bragg
- Lorraine Temple Meade
- Chris Newlund Meade
- Phillip Rolfe Aberdeen
- Jessica Perez Lejeune
- Jeffery Dixon Lejeune
- Lucas Grant Lejeune
- Paul McGrath Lejeune
- Nancy Clemmer Lejeune
- Kylee Turley Eglin
- Robert Strickland Cherry Point

WEST

- Steve Kelley Col Springs
- Michelle Clay Col Springs
- Daniel Files Hill
- Enrico Majillo Lewis
- Dennis Morrison San Diego
- Gabe Isernia Sierra
- Rick Steenhoven Fairchild

MID AMERICA

- Jett Cates Scott
- Sherill Benson Rock Island
- Brad Wise Riley
- Carrie Fenner Columbus
- Audrey Florek Knox
- Hector Hernandez Corpus Christi
- Will Mitchell Warner Robins
- Jim Ogden Warner Robins
- John Brown Hood
- Joe Jackson Hood
- David Craft San Antonio



Outstanding Personnel (Cont.)

Employees complimented by name in survey comments:

PACIFIC

- Jess Enriquez Okinawa
- Val O'Callaghan Pearl Harbor
- Mike Leskovek Pearl Harbor
- Jose Santos Pearl Harbor
- Julie Rivera Guam
- Eric Mills Iwakuni

EUROPE/AFRICA

- Albert Sutton Kaiserslautern
- Danny Boatner Kaiserslautern
- Joseph Beyer Rota
- Ursula Lee Schweinfurt

CENTRAL

- David Stickney Kandahar

HQ BATTLE CREEK

- Twyla Zink J42 RTD
- Carol Fix J42 RTD





Outstanding Sites

Sites complimented by name in survey comments:

EAST

- Tobyhanna
- Lejeune **(three times)**
- Meade **(four times)**
- Eglin
- Susquehanna **(twice)**
- Aberdeen
- St. Juliens Creek
- Letterkenny
- Richmond
- Groton **(three times)**
- Cherry Point

WEST

- Colorado Springs
- Tracy/San Joaquin **(three times)**
- Holloman
- Lewis **(three times)**
- Port Hueneme
- Anchorage
- Fairbanks
- Tucson
- San Diego
- Yuma

MID AMERICA

- Columbus **(three times)**
- Ellsworth **(twice)**
- Knox
- San Antonio **(four times)**
- Hood
- Sill
- Riley
- Offutt

EUROPE/AFRICA

- Molesworth **(twice)**
- Incirlik **(twice)**
- Lajes

PACIFIC

- Pearl Harbor
- Okinawa **(three times)**
- Sagami

HQ

- LESO **(twice)**
- RTD



Sample Comments

(Site Compliments and other comments)

I would like to thank you for listening to my last request for larger photos on the website to view the products. The larger photos are much easier to view and are a huge help.

from Disp [Tobyhanna](#) that provide support and guidance go above and beyond to make sure all aspects and questions are answered. These folks are truly a great

★ THAT FELLOW WITH THE LONG HAIR THAT SINGS ALOT AT [FT LEWIS](#) SURE WAS HELPFULL, HE FOUND MY PROPERTY THAT WAS IN THE WRONG LOCATION FOR ME. I THINK HIS NAME IS KERRY OR SOMETHING LIKE THAT. HE'S A CREDIT TO THE ORGANIZATION ★

★ Thanks again. The entire State of Alabama is currently suspended due to the fact that some departments can't follow the rules. Instead of locking out those users and Departments, we are all locked out and can't receive requisitional service during our last HW off-load from your DLA Disp representatives from [Aviano](#). Without staff available at the closer Naples office we have been able to get all the services we need provided by them efficiently and

★ satisfied. Appro or 2 later, I was surprised to receive a call from Mr O'Callaghan ([Pearl Harbor](#)) concerned about my ice comment. I love this ice comment card program. More so when I get a prompt reply. Mr Val answered all my concerns and questions to my satisfaction. He explained the process and how much time it takes for its completion. Thank you [DLA Hood](#) Val. No recommendation for improvement is needed. O'Callaghan is there

★ DLA/RTD customer service is better than ever. Website pictures and updated information on requisitions are better as well. ★

★ again very

★ a great customer service team. If it had not been for the service of DLA Hood I would not have known I was awarded those items. I give a thumbs up to DLA Hood for having a great group of



WHAT ARE CUSTOMERS SAYING?

- Still some talk of more photos ... some concerns about thumbnail sized pics - BUT starting to get some kudos for getting photos out there also
- Wait time to get appointments and ETID approvals continue to resonate in comments
- Quite a few comments on inconsistencies between sites – anything from shipping policies to forms they have to fill out

**60 Site
Compliments!**

**52 Employee
Compliments!**



FINAL THOUGHTS

- Overall satisfaction remains **GREEN** and above goal
- Great to see the tides turning on photos – hope this trend continues
- Troubling numbers on EDOCs copies (**RED**) – will keep an eye on this with transition to DOC Svcs
- HW Customer numbers so small – need to be cautious when assessing results
- Can't say enough about the continued praises 17